

Tunstall

Enabling independent living

Learning Disabilities

Connected Healthcare Solutions



Key information for health, housing
and social care professionals and carers

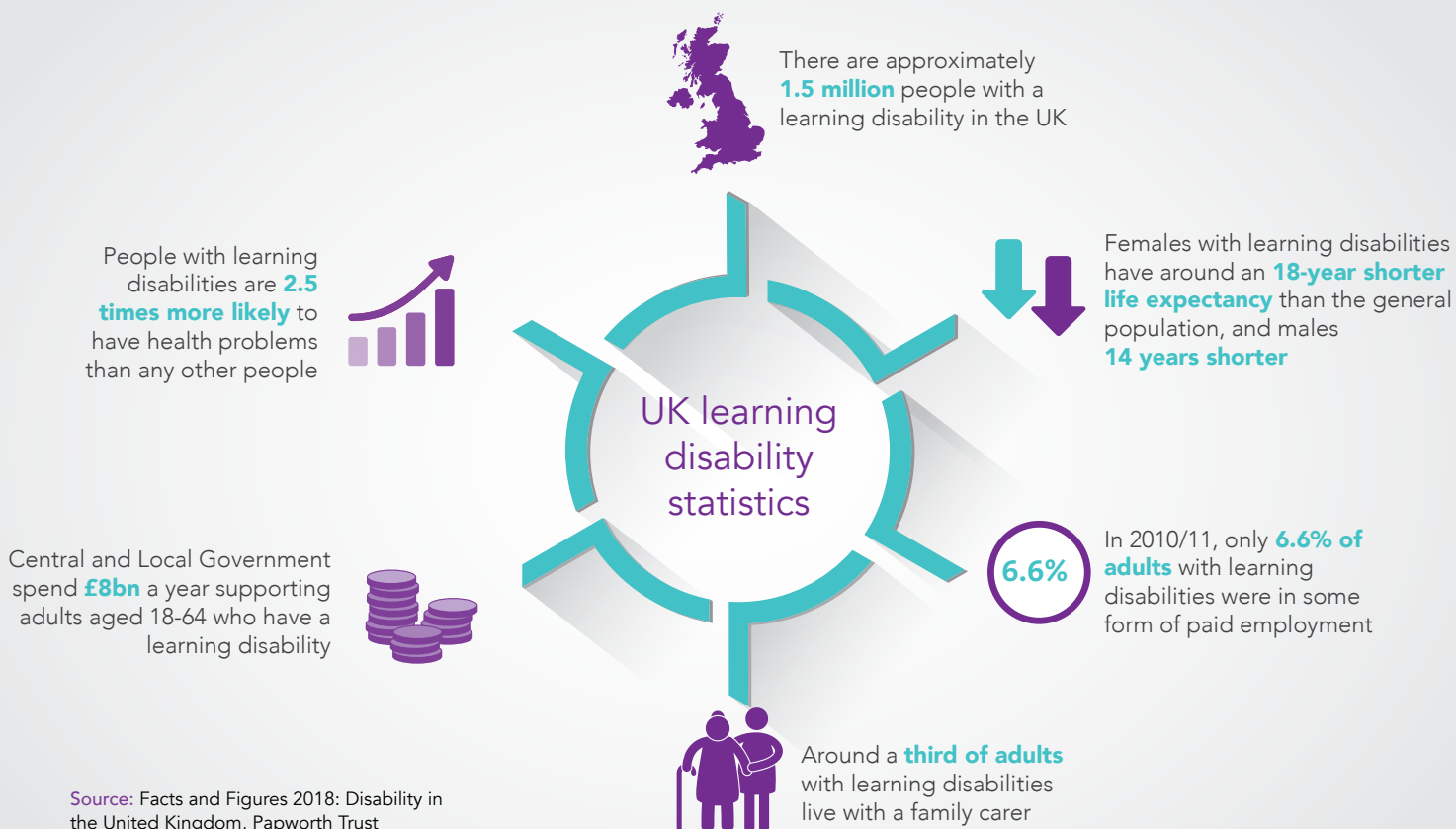
Introduction

Connected Healthcare technology such as telecare, assistive technology and telehealth has a key role to play in supporting people with learning disabilities in a way that promotes independence as well as safeguarding them. Technology can make a difference to people with all kinds of learning disabilities, whether their difficulties are relatively mild or more profound and if they are living in formal care settings or more independently in the community.

From managing risks such as fires or falling, to aiding communication and helping to deliver greater privacy or dignity, technology can enable people to have more control over the way they live their lives. As well as enhancing more traditional care solutions by managing risk in the home environment, technology can also enable someone

to be 'connected' with their wider community, friends and family and enjoy the wellbeing derived from activities such as going to the shops, social events, work and meeting friends and family.

As more is understood about learning disabilities it is clear that enabling technology has the potential to make a significant and positive difference to the lives of people with learning disabilities, and the ability of our health, housing and social care systems to manage their needs effectively. This document has been designed to demonstrate how the range of Connected Healthcare solutions provided by Tunstall can enable people with a learning disability to live with greater independence, choice and control, both at home and in the community.



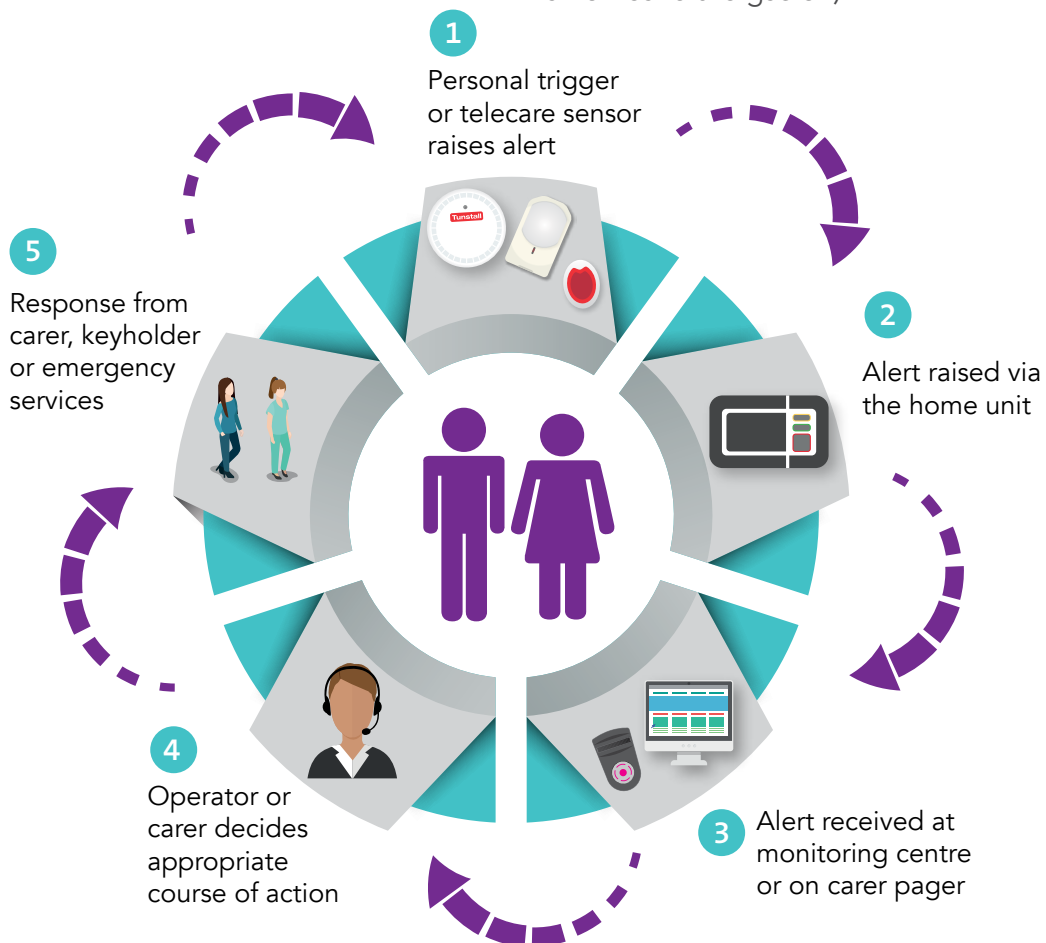
What is Connected Care?

Connected Care can be described as the way technology seamlessly interlinks with the wider package of care a person receives. Rather than the technology being seen as an 'add-on' to or replacement of the care provided by care staff, increasingly the technology is seen as integral to the holistic care plan. It can also provide preventative support where a care plan is not required. Connected Care ensures people receive the right type and right amount of care they need at the time and place they need it and in a way that is more efficient and cost effective for the provider and commissioner.

Tunstall offers a range of Connected Care and Connected Health solutions, which use advanced technology to provide enhanced care and support for people with learning disabilities. Solutions are tailored to the needs of the individual and their circumstances, and designed to evolve over time as the user's requirements change.

Telecare, sometimes also called assistive technology, forms a key part of Tunstall's Connected Care solutions, and is a system of devices which supports people in their own home by helping to manage risk. Appropriate, unobtrusive sensors are placed around the home, which, if triggered, send an alert via a Lifeline home unit to a specialist monitoring centre, where trained operators can alert a carer, keyholder or the emergency services. Telecare can also be used by carers in the home or in supported or residential care environments, with alerts from sensors being received on a pager.

Telecare can provide assistance to the person to help them do things (e.g. remind them to take their medication, or not to leave home alone), and give them the means to easily ask for help by pressing a button, which can be worn on the wrist or around the neck. Telecare can also alert others of dangerous situations (e.g. if they were to have a fall or leave the gas on).



Examples of technology in use and further details on the types of products developed by Tunstall are detailed in the following pages of this brochure.

Service transformation

Connected Healthcare services and solutions such as telecare and telehealth can enable more people to be supported at home, helping to delay or avoid the need for more costly interventions. However, to be most effective, such technologies need to be embedded into provision, and form part of mainstream service delivery.

Tunstall has a range of support services which can be combined to provide a structure for transforming healthcare provision, helping to integrate support and reduce future costs by shifting the focus to prevention and self-care using technology as an enabler. We work in collaboration with customers to understand their particular challenges and develop a strategy to address them, using Connected Healthcare solutions to underpin system redesign and culture change.

The approach is modular, meaning customers can choose support with specific areas or to partner with Tunstall for the whole service.

With years of experience working across the health, housing and social care landscape around the world, Tunstall is uniquely placed to help its customers redesign their services, maximising the potential of Connected Care and Connected Health to support the delivery of integrated, efficient care and support which improves outcomes for users. This experience, along with our significant ongoing investment in Innovation and Development, ensures that we have the expertise and resources to help our customers navigate the digital evolution, and provide a futureproof infrastructure to meet market challenges and service user needs.



Case study

Supporting older carers

The situation

Janet is an older carer looking after her adult son who has a learning disability. Janet fell and her son left her lying for 12 hours before he got help and she needed several weeks in hospital to recover. Janet's son was also left alone at home for two days before his care manager was informed and was found trying to grill food wrapped in cellophane. Janet needed a way to get help quickly should she fall or become unwell and put an emergency care plan in place for her son.

The solution

Janet and her son have been given a Lifeline home unit and MyAmie pendant. Pressing the red

button on the Lifeline home unit or on the bodily-worn pendant enables Janet to get help at the touch of button 24 hours a day if she feels unwell. Operators at the monitoring centre can then get the relevant help for both Janet and her son, and inform the appropriate contacts of the situation.

The outcome

The solution has given Janet great reassurance that she will be able to easily ask for help should she fall again or experience any other difficulty. She is also confident that her son will have support should she be away from home as a result of an emergency. Janet now feels able to continue caring for her son at home.



Case study

Reducing waking night provision

The situation

Waking night provision at several registered and group living services in Sheffield had increased over time due to various factors, and in some cases three waking staff were being deployed to support 12 people. The third member of staff was sometimes deployed as a floating support who could be called upon should the need arise. This level of support was costly and unnecessary.

The solution

A pilot project was introduced with Dimensions and Tunstall working together to assess the individual needs of six services and identify solutions to meet these needs. Staff, families and the people being supported were consulted to ensure they understood the reasons for change and to address any concerns.

One of the major reasons for waking night staff was to monitor the wellbeing of people with epilepsy, undertaking regular routine checks

during the night in case of seizures. Using epilepsy sensors provides continuous monitoring throughout the night. If a seizure is detected sleep-in staff will be alerted immediately by a pager which links to a small device under the pillow which vibrates.

The outcome

Telecare has greatly improved the safety of the people Dimensions supports by providing constant monitoring. Removing the need for intrusive physical checks has increased privacy and improved the quality of sleep that people experience, and this has had a positive impact on their wellbeing and happiness. The project has also generated significant savings. Overall investment in technology across all six services was approximately £33,000. Reconfiguring services to withdraw five waking nights has reduced costs by £3,800 per week.



Case study

Using movement sensors to safeguard and enable privacy

The situation

Emma lives at Hatton Grove, a registered residential care home supporting up to 20 adults with a range of learning and physical disabilities with 24 hour care and support. Emma is 69, and has severe learning disabilities, along with Crohn's disease and has periods of hyper-mania. She walks and spins in circles constantly and can be awake for 24-36 hours at a time. When she does go to bed, she may get up three or four times during the night. Staff were checking on Emma regularly when she was asleep to ensure her safety, but this often woke her and was having a detrimental effect on her mental health.



The solution

Because Emma often sleeps curled up in different parts of her bed, a bed occupancy sensor was not appropriate.

Instead a PIR has been fitted at bed level in Emma's room and configured to alert staff if she leaves her bed. An override switch has been fitted to enable the PIR to be turned on and off during the hours the telecare system is usually operational (9pm to 6am) to accommodate Emma's irregular sleeping patterns. Should Emma leave her bed during this time period, staff can switch off the PIR and switch it on again when she returns to bed.

The outcome

Emma is no longer woken up by care staff checking on her wellbeing whilst she is asleep, and seems more content. She enjoys company and because telecare has freed staff time, Emma is able to enjoy more one-to-one social interaction, improving her quality of life.

Jenna Cowling, Registered Care Manager at Hatton Grove said,

“ To me, supporting the people that live here is as much about encouraging their passions and developing their abilities as it is about ensuring their personal care needs are met. Telecare has been fantastic for us. Not only does it help to manage risk and preserve dignity, it also frees up staff, enabling them to spend more personal time with the people they work with.

”

Solutions

Lifeline Smart Hub

The Lifeline Smart Hub is Tunstall's first IP home unit, and represents a step change in the way telecare services can be delivered, making them faster, more efficient and more insightful. The Smart Hub retains the reliability of our analogue Lifeline units, but removes the restrictions of relying on an analogue connection and brings the many benefits of IP, such as remote management of units, Activities of Daily Living monitoring and data gathering and intelligence leading to better quality services.



Lifeline Vi and MyAmie

The Lifeline Vi home unit receives alerts from telecare sensors placed around the home and automatically raises an alarm with a carer or monitoring centre. The MyAmie pendant can be worn on the wrist or around the neck and allows the user to call for help simply by pressing the red button.



CareAssist

CareAssist is an extremely easy to use, portable device that provides onsite carers with a means to receive instant alerts from a range of telecare sensors. This means that carers can be quickly made aware of any incidents allowing them to respond, but removes the need for them to continually observe the person they care for.



iVi intelligent pendant

The iVi intelligent pendant is a small, lightweight device which allows the wearer to press a help button to generate an alarm call, and will also automatically generate a call for assistance if it detects a fall.*



Vibby

The Vibby is a sleek, contemporary and technologically advanced fall detector which can be worn on the wrist. The Vibby will automatically raise an alert if it senses the user has fallen, and also enables the wearer to easily call for help manually.*



Bogus caller/panic button

Fitted near the door, the discreet bogus caller button can be used to call for assistance at a 24 hour monitoring centre if a stranger requests entry into the home. Operators can advise the user, and all calls are recorded and can provide evidence admissible in court.



Smoke detector

Tunstall smoke detectors provide increased reassurance by raising an alarm call at the monitoring centre while also activating a local audible alarm, if they detect smoke.



Carbon monoxide alarm

The carbon monoxide alarm provides an immediate alert when dangerous CO emissions have been detected due to a blocked flue or fault in a fuel burning appliance.



Solutions

Natural gas detector

The natural gas detector raises an alarm call the moment the leakage of gas is detected, allowing the appropriate corrective action to be taken. It is supplied complete with standard UK mains plug and a preconfigured universal sensor, and doesn't need to be installed by a qualified electrician.



Heat detector

The heat detector provides additional protection against the risk of fires in rooms where smoke detectors are unsuitable e.g. kitchen.



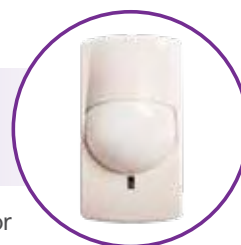
Flood detector

The flood detector will raise an alarm if sinks or baths overflow, or if a washing machine door is opened mid-cycle, protecting both people and property.



Passive infra red detector (PIR)

A PIR is a wireless movement detector that can be used to detect both movement (such as someone entering an area where they may fall) and lack of movement (for example, as a result of a fall).



Property exit sensor (virtual)

The virtual property exit sensor combines a Fast PIR with a door usage sensor (universal sensor) to create a solution which can monitor a door, generating an alarm if a client leaves their home (during the monitoring period) and does not return within a set time. It can also detect if a main exit door has been left open.



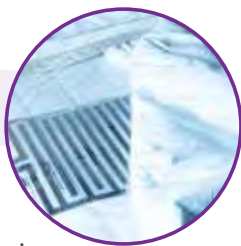
Bed occupancy sensor

This specially designed pressure pad and provides an early warning by alerting that the user has left their bed and not returned within a pre-set time period. The sensor can also be programmed to switch on lights, helping people find their way to and from bed easily.



Enuresis sensor

Placed between the mattress and sheet, this sensor provides immediate warning on detection of moisture, allowing effective action to be taken. The sensor eliminates the need for carers to make physical checks during the night, promoting dignity and independence.



Medication dispenser

Automatically provides access to medication over a 28 day period, providing audio and visual alerts to the user and/or their carer each time medication should be taken, and raising an alert if the user fails to access their medicines.



Solutions

Epilepsy sensors

Epilepsy sensors are used to monitor people with epilepsy while they sleep. Patented sensor technology detects a person's movement in bed and is able to differentiate normal movements from epileptic seizures.



Flashing beacon

Tunstall offers a range of Bellman & Symfon devices which alert people with hearing and visual impairments to events such as the phone or doorbell ringing, or to telecare sensors in the home detecting an incident such as a fire or flood. The flashing beacon notifies the user with flashing lights and illuminated symbols when a transmitter is activated.



Bed shaker

The bed shaker is a Bellman & Symfon device which works as part of a telecare system to wake users in the event of a transmitter being activated. It can be used to alert people with learning disabilities if, for example, the smoke detector is activated during the night, or to wake carers if, for example, a bed occupancy sensor in another room indicates the person they are caring for has left their bed.



Digital health

Tunstall offers a range of solutions to enable people, with assistance if required, to monitor their health condition at home. Vital signs and symptoms can be remotely monitored, and readings outside of parameters set for the patient will raise an alert with a clinician, enabling early intervention and avoiding further deterioration in health and the need for more complex care. Digital health monitoring can be particularly helpful for people with learning disabilities who may not be able to communicate their symptoms.



Environmental Controls

Tunstall systems can also be configured to operate with a range of third party devices, such as sensors to control curtains, heating, lighting and windows, access control, aids to support bathing and toileting, cognition and communication aids, medical and therapeutic products and audio visual aids.





The digital opportunity

BT has announced that it intends to complete the transition from an analogue telephony infrastructure throughout the UK to an IP (digital) network by 2025. The delivery of digital technology represents a huge opportunity to improve quality of life, making services faster, more efficient and more insightful.

Digital technology makes new models of service delivery achievable, with the power to;

- Empower and enable
- Safeguard and support

- Bring people closer together
- Give increased control over the way people live their lives

Tunstall has a range of resources available to help its customers navigate the digital transition, and can offer advice and support on managing the short-term impact as well as how to plan effectively for the future. Visit uk.tunstall.com/digital to find out more.

About Tunstall

Over the last sixty years, Tunstall has pioneered the use of technology to enable independent living, creating the Connected Healthcare industry as we know it today, and supporting more than five million people and their families across the world. Tunstall was the first to develop alarm systems for older people, and has continued to lead the market ever since, remaining at the forefront of developments such as telecare and telehealth, right up to the present day where we are harnessing the power of digital technology.

We blend British design and manufacturing with externally sourced innovation to create a cost effective portfolio of services, underpinned by our global experience of enhancing care in the home for people in more than fifty countries. As the digital opportunity accelerates the speed of change, we continue to work in partnership with our customers to develop more ground-breaking, life-changing solutions.

For further advice, please contact your Tunstall Account Manager or call us on 01977 660479.

Photos in this document have been posed by models in some cases and names may have been changed to protect individuals' privacy.

Our policy of continual development means that product specification and appearance may change without notice. Tunstall does not accept responsibility for any errors and or omissions contained within this document. This document should not be relied upon for product details, and reference should be made to current specifications.

© 2018 Tunstall Group Ltd. ® Tunstall is a registered trademark.

Tunstall Healthcare (UK) Ltd is a member of the Tunstall Group.

t: 01977 661234 e: enquiries@tunstall.com w: uk.tunstall.com @TunstallHealth

The Tunstall logo consists of the word "Tunstall" in a white, bold, sans-serif font, centered within a red rounded rectangular background.

Enabling independent living